

The **Dental Assistant**

A Monthly Publication

OCTOBER 1932

VOLUME I, NUMBER 10

How Do You Tackle Your Work?

"How do you tackle your work each day?
Are you scared of the job you find?
Do you grapple the task that comes your way
With a confident easy mind?
Do you stand right up to the work ahead
Or fearfully pause to view it?
Do you start to toil with a sense of dread
Or feel that you're going to do it?

You can do as much as you think you can,
But you'll never accomplish more
If you're afraid of yourself, young woman;
There's little for you in store.
For failure comes from the inside first,
It's there if we only knew it,
And you can win, though you face the worst,
If you feel that you're going to do it.

Success: It's found in the soul of you,
And not in the realm of luck.
The world will furnish the work to do,
But you must provide the pluck.
You can do whatever you think you can,
It's all in the way you view it.
It's all in the start you make, young woman;
You must feel that you're going to do it.

How do you tackle your work each day?
With confidence clear, or dread?
What to yourself do you stop and say
When a new task lies ahead?
What is the thought that is in your mind?
Is fear ever running through it?
If so, just tackle the next you find
By thinking you're going to do it."

—Edgar A. Guest

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The Dental Assistant

Official organ of the Educational and Efficiency Society for Dental Assistants,
First District, N. Y., Inc.

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VOLUME 1

OCTOBER, 1932

NUMBER 10

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To subscribers in the United States the price is \$1.00 a year in advance; Canada \$1.50; Single copies 15 cents plus postage. Communications regarding subscriptions should be addressed to GERTRUDE GEHM, Subscription Chairman, 921 Bergen Avenue, Jersey City, N. J.

All advertising or business matters should be sent to the *Managing Editor*, JULIETTE A. SOUTHARD, 174 West 96th St., N. Y. City.

Changes of address should be reported to us promptly in order to assure continued receipt of issues. Kindly notify us if the journal fails to reach you within 10 days of the first of the month, to assure prompt investigation of cause.

Some Qualifications for a Dental Assistant

By Mary Ellen Ross, Pittsburgh, Pa.
(Member of the Pittsburgh D. A. Assn.)

A GIRL who is to perform the duties of a Dental Assistant should have many good qualities. She must have a strong character, a well-trained mind in a well-cared-for body, a pleasing personality, and the consciousness to do her best.

Physical fitness is not an accident of birth, nor a gift of God, but a quality that is the result of thought and training. One of the first needs for success is a superfine physical condition. There is one great law of physical efficiency, and that law is, be regular in your habits. Your body works, unseen and generally unknown to yourself, on a rhythmical time schedule. Have fixed hours for each duty, and plunge in when the hour comes. Rest at proper intervals, the mind as well as the body. The amount of rest needed varies with your strength as well as with the difficulty of your work. The body is the basis of all operations of life and must be strong and well-cared for.

Initiative is another requisite for a Dental Assistant. She should have the power to create ideas and should not refrain from trying them. All ideas are not practical but if, after trial, an idea proves impractical it can be dismissed.

One who is to assist in any of the professions must be able to give the whole power of their thought to a particular duty for the necessary time and then turn instantly with equal interest and like intensity of application to some other duty of an entirely different character. Quick adaptability is a most desirable quality and can be greatly strengthened every day by any one who will earnestly cultivate it. It is a sign of weakness to become so absorbed in a subject or in a piece of work that one forgets all sense

of proportion. One should have a high faculty of easy and quick mental adaptability.

Visualization is forming a mental picture of coming events and definitely shaping plans as to the chief objective points to be gained. The successful Dental Assistant must walk this road:—she must look ahead and form in her mind larger and more elaborate pictures of work to be done. Someone has well said that a man will remain a ragpicker so long as he has only a ragpicker's vision.

Cultivate concentration, this leads to success. You must give the closest possible attention to this great business of fastening your intellectual machinery to the subject at hand and compelling it to work upon that subject till something worth while has really been accomplished. You must be ready to act at short notice. This, too, is a way that must be traveled studiously. The real test of your fitness for any work is that you are happy in it. Keep your mind on your work, know that you can do it, and are doing it well, and you will not be afraid.

A little cork fell in the path of a whale
Who lashed it down with his angry tail,
But in spite of his blows, the cork quickly
arose;
And floated serenely before his nose;
Said the cork, "You may flap and sputter
and frown,
But you never, never can keep me down;
For I'm made of stuff that's buoyant
enough,
To float, instead of to drown."

—Security Mutual Roster,
in the *Civitan*.

Telephone Personality

Read by Ruth H. Belton, of Los Angeles, Cal., Before Seventh Annual Meeting of A. D. A. Association, October, 1931

PERSONALITY is something that we hear of constantly. It has been the subject of many discussions, and has been defined in many different ways, but it is an extremely difficult quality to define, as most authors readily admit.

Undoubtedly the thought I have in mind has been emphasized before, but it is a quality most essential in a dental office. We, as the assistants and secretaries in the office, are responsible to a very great extent for the personal contact with our patients, which in turn reflects the personality of our office, to be judged by them as good or poor.

A most important attribute that we, as assistants, should strive to acquire is a voice that will radiate pleasantness and friendliness. The definite thought I wish to leave with you is the need of correctly handling the telephone, in a professional yet friendly manner.

We may be the very personification of neatness in appearance in regard to uniform, cap, shoes, and hose; our hair may be in perfect order; our nails immaculate and our faces radiant with a winning smile, but if our voices are unpleasant, disagreeable in quality, too high pitched, monotonous, too inflected or indistinct over the telephone, then our perfect appearance goes for naught. The first impression, such a vital thing, of an office is so often received from the assistant who answers the telephone. So many people contact the office by telephone, in fact most appointments from new patients are made over this instrument, that it is most necessary she have a pleasant, interested, understanding and intelligent voice. "The voice with a smile" is an old legend but nevertheless a true one.

Consider a person unknown to you calling your office for the first time, upon recommendation of a friend or satisfied patient, if greeted by a voice that is well-modulated, clear and pleasant, the reaction is one of ease and liking for this office. However, consider the reaction to a voice that is brusque or strident, or one that is a mere squeak, hard to understand, indifferent or unfriendly, the reaction is immediately negative, the very opposite to the impression we wish to create. Unfairly, perhaps, the entire office is judged by the voice that has been heard over the telephone. Regardless of how unfair this may be, regardless of what her capabilities and efficiencies as an assistant may be, her voice, if disturbing and unpleasant, can and does send many a prospective patient away from that office.

Many girls will say that they are not blessed with "The voice with a smile," as some people are blessed with wonderful singing voices. This is only in part true. It is not a blessing that comes with birth, like curly hair and long beautiful eyelashes, even these blessings can be acquired comparatively easily now, easier than a pleasant voice perhaps, but by training, thought and patient effort we can all be rewarded with a voice that radiates friendliness, cheer and efficiency.

The extreme value of this in the business world is steadily being recognized, so much so, that telephone companies in the larger cities maintain schools for the training of their employees' voices and for others who may be interested in voice culture. The teachers of these schools have well controlled, well modulated voices and correct diction. They are able to teach others how to change the pitch

of their voices and how to talk in a clear, understandable manner over the telephone.

Another fact, that may not be known by many, is that a telephone itself can greatly affect the quality of the reproduced voice. Some voices that are really pleasant may sound harsh, high-pitched and rasping over a telephone. By having the speaker adjusted this can be eliminated. When a telephone becomes old the bits of carbon in the speaker diaphragm become dirty and do not flutter as they should. Also, some diaphragms are so very sensitive they emphasize the disagreeable qualities in a voice. The telephone company will gladly tune your phone to your voice. In offices where one girl uses the phone constantly and almost exclusively this should by all means be done.

We have all heard "Answer the telephone in an intelligent and efficient manner," "Be the diplomat and buffer between your doctor and unnecessary annoyances." But we seldom are given any concrete example of how this is accomplished. The telephone should always be answered by the secretary or assistant immediately following the first ring. A jangling telephone bell is most annoying to the doctor and the patient in the chair. Regardless of her state of disposition, regardless of the fact she may be in a frightful hurry, she must never let these be felt by the person calling, she should answer in a calm, unhurried, well-poised and pleasant voice.

Voice experts advise us to raise the eyebrows, fill the lungs deeply with air, lift the chin so the tones may be projected upwards, then answer the phone. "This is Dr. Hamiltons' office," or if there are several doctors in one office it is better to repeat the telephone number, as "Gladstone 5613."

The person calling will probably ask to talk with the doctor. "Dr. Hamilton is operating now and cannot come to the phone, who is this calling please?" After

the name is given inquire, "Is it a professional or personal call, Mrs. Adams?" If it is personal, "If you will leave your number I shall be glad to have doctor call you at his leisure." However, if it is professional say, "I am doctor's secretary, Mrs. Adams, I shall be glad to help you if I may, is it pertaining to an appointment?" Very often this is what is wanted. Then ask, "When is your best time to come, mornings or afternoons?" She may say she wants to come at three tomorrow, Tuesday afternoon. It is not wise to give them their own time on such short notice, even if that time is open. Rather say, "I am sorry that time is taken, Mrs. Adams, but doctor can see you at two, or if you prefer the hour of three you may have that time Thursday." Of course, if the patient is suffering we must make every effort to see her as soon as possible. If she takes three o'clock Thursday, ask, "And what are your initials, Mrs. Adams, your address, and may we have your telephone number in the event we have to call you?" Ask her then if she knows the location of the office and how to reach it. If she doesn't, courteously give her these instructions. In conclusion, "We will expect you at three o'clock Thursday, October 22nd, Mrs. Adams, thank you." It is always well to repeat the hour, day, and date to avoid misunderstandings. It is also wise to mail the patient an appointment card if there is enough time between the call and the appointment.

It is always better to say the doctor is operating before inquiring the caller's name. In this way he cannot become offended because the doctor won't talk with him. Occasionally a caller refuses to give his name or the nature of his call. These persons are hardly worth worrying about, and no one of this type should be allowed to talk with the doctor. It is a waste of the doctor's time. With a pleasant voice one can usually get the necessary information without offense to the caller.

Then we have the occasional call of the person who yells at us, "Say, what does the doc charge to yank a tooth?" or perhaps they term it a bit more delicately, and "How much does the doctor charge to clean teeth," "How much do false teeth cost?" and all the other questions regarding fees. To these inquiries we must reply, "I am sorry, but we cannot quote fees over the telephone as the charge depends entirely on the condition of the mouth and the amount of work necessary. If you can make an appointment, Dr. Hamilton can examine your mouth and give you an approximate estimate as to the cost."

If someone calls to complain about the statement just received, tell them very pleasantly that you will be glad to go over their record of work and charges with them if they will come to the office. Misunderstandings are easier avoided in this manner.

Not all incidents have been covered in this paper, but an effort has been made to include the most usual ones. Let us remember that we can train and improve our voices through sincere and earnest effort and that when talking over the telephone we must always, in true loyalty to our doctors, reflect in our voices the smile they cannot see on our faces.

The Dentist and the Law

By Edwin M. Abbott, LL.B., N.Ph.D. (New York)

WHAT has a dentist to do with the law? "Not much," you say!

The requirements of modern society bring most of us in touch with a dentist at one time or another. The average citizen makes his selection with the knowledge that today the practitioner is fully qualified, having passed the test of an examining board in one State or another and then secured a license to practice. As a rule, the Dental Board is composed of high grade representatives who conduct their administration to the best interests of the profession and the protection of the public.

The ethics of the dental profession appeal to the practitioner as the proper standards to follow. Occasionally someone oversteps the bounds and must abide by the consequences. The granting of and the revocation of licenses, constitute the only legal contacts made by many of the profession. After having secured authority to practice, the course pursued by the many is close application to work and an endeavor to climb the ladder to fame. However, there are sidelights which

bring the dental surgeon in touch with legal inhibitions and others which require legal protection. They may advertise in most jurisdictions, but the ethics of the profession frown upon such procedure, and the law simply regulates *fraudulent* advertising. Most states provide that it is unlawful "to circulate or advertise the skill of the operator, the quality of the materials, drugs or medicines used, or methods practiced."

Then, of course, one shall not practice without a license or practice under any name other than the one on his or her State license; *likewise it is a crime to induce any other person to do so*. If a dentist wishes to assume a trade name he must identify himself by the use of such words as "*formerly practicing as*" and then add the name under which he was licensed to practice. Many states also regulate the assistants that a dentist employs. They are usually required to be licensed as *dental hygienists* and their activities are carefully defined. *The dental surgeon who permits his assistant to exceed her legal prerogatives, submits*

himself to drastic punishment, such as suspension or revocation of his own license, and his assistant is also liable to punishment; but it is not so much to these legal restrictions and qualifications that I would refer. Your association with the public and its effect upon your professional life is more vital. Most members of the dental profession are open to blackmail unless extraordinary precautions are taken to forestall patients who are looking for "easy money." The confidential relationship of doctor and patient should always be respected, and usually is by the profession, but the designing patient should never be granted the opportunity of laying the foundation for a suit for damages for conduct unbecoming the careful practitioner. The simplest way to deter such assaults upon one's character and pocket book is to avoid all suspicion of evil. The private operating room should be constructed so as to be accessible to entrance and view; the semi-glass partition is a good guard against the blackmailer. The presence of an assistant in the room during treatment is the best method of self-protection. Of course one cannot provide for every exigency that might arise, and I have represented several clients who, while entirely innocent of the slightest pretext of unbecoming conduct, have nevertheless been subjected to uncomfortable moments through the machinations of unscrupulous persons.

One of the most interesting features of the dental profession is the assistance rendered in identification attending homicide cases or persons subject to amnesia. There have been cases of record where the human body has been practically destroyed through the use of chemicals and only a few teeth have remained to serve as a clue to the identity of the victim. Fillings have been recognized by the competent dental surgeon who subsequently identified the teeth as having belonged to one of his patients and, as

a result, the corpus delicti has been established and the murderer convicted. The poor wanderer who has lost all memory of persons and things, who strays from home and is finally found in some far away haven, has been reunited with loved ones through the description of the teeth recognized by the dental surgeon who performed the work.

The part played by the dental profession in lunacy cases and milder mental disorders is also important. There are so many ailments of the human body traceable to the teeth that it is not surprising when the cause of even mental disturbance is ascertained by the dental specialist. His testimony in restoring his patient to his rightful status in society after having been committed to an institution or relieved of the control and care of his property, is most necessary. He vies with the medical practitioner in re-establishing the sanity of his patient. Often his work is the primary cause of the rehabilitation of one who would otherwise spend the remainder of his days in an institution.

Suits against dental surgeons for malpractice are rare. This is due to the careful course of preparation required in your most essential profession. The careless use of instruments resulting in injuries to the mouth or face; the negligent breaking of teeth during the process of extraction, may lead to disastrous results in damages. But happily this seldom occurs, and here again the assistant proves her value—her testimony is an aid to that of the dentist.

The dental surgeon is also of great use as a witness in negligence cases. The train wreck and the collision of automobiles, as well as other accidents, often results in damage to the jaws or teeth, which in most instances can be repaired, and one's beauty restored by the competent dental surgeon. But in the suit for damages he is not only the practitioner who did the work, but often assumes the responsibility of the expert who must

describe the suffering accompanying the injury. He also may be called upon to predict the duration of the disability suffered by the litigant who has been under his care and treatment or submitted for examination. The value of the loss of a tooth, the necessity of using false teeth for the remainder of one's life, the discomfort of a permanent bridge, are all to be appraised in dollars, and the

dentist will be called upon to be fair and reasonable in his testimony. Much depends upon what he may say and the jury will weigh the testimony not so much in words as by the manner in which he may exhibit a true knowledge of professional skill and experience. His contact with the law should therefore in most instances be pleasant, and a tribute to his professional ability.

Inlay Casting Technique

By Dr. A. J. Quesnell, Pasadena, Cal.

(Read before the Pasadena Dental Assistants Association, April 14, 1932)

FIRST, let me say that at no time in the past 20 years has a good laboratory technician been so important to a dental office as today. In this day and age we dentists are required to produce more good work in a given amount of time than ever before, and an assistant who is a good casting technician can cut 50% of the working time. A poor casting can never be made to fit with the best of dexterity, but a good casting can be placed with average dexterity.

Perfect dental castings have, for many years, been a thing to strive for but seldom have been accomplished. First, because the wax shrinks from mouth temperature to room temperature. Second, gold shrinks from a molten mass to a congealed mass and we do not have what we started with in the wax pattern. I think we may best consider this from the materials we have to use . . . from the wax pattern to the finished result.

First: Wax—Inlay waxes are a mixture of complex compounds; the commercial wax usually contains paraffin, cerisin, carnuba, bees-wax, and oil soluble color. While the chemical properties may not be completely specified, their physical properties in relation to their dental use

are of the utmost significance to us. Inlay casting waxes are an important link in the chain of materials, not only must their physical properties be understood, but the effect of the technique employed on the properties must also be given careful attention. Let us study some of their properties and then each can decide for themselves which waxes are good and which are inferior. Wax patterns made by the direct method, closely approximate mouth temperature by the time they are carved. It is logical that the wax must be rigid at body temperature, as it does not soften in removing. The softer the wax, the greater the flow. Some waxes have as high as 43% flow at mouth temperature. A good wax should have about .8% flow at mouth temperature and from 60 to 65% flow at 4 degrees above mouth temperature. The shorter the range of temperature between plastic and rigid state, the less the shrinkage and this is all important.

Waxes used in wax expansion technique are even more important because they must have a definite expansion cure so as to use them intelligently. Not any old wax will do in wax expansion technique. It must be scientifically com-

pounded so we will know the amount of expansion at certain temperatures. An inlay of wax that can easily be handled in the mouth is not always the best to use, it must be scientifically compounded too, or we meet with failure. Now of what importance is this to you? Just this: It may be the first step in a poor casting. There are certified waxes that can be purchased on the market, checked by the Bureau of Standards. The next thing we have to consider is the sprue. The smaller the casting the smaller the sprue, which minimizes the shrinkage back to the button. A large button and a small inlay is a poor technique, as the contraction is always back to the largest body of gold. In the attaching of the sprue, many a good pattern is spoiled or lost in the investment. The sprue should be hollow or be notched at the tip to allow maximum attachment. It should be sufficiently hot to puddle the wax at the point of contact without distortion. You may best prove this to yourself by trying to attach a sprue in a M.O.D. inlay in your laboratory technique, that isn't sufficiently hot to puddle the wax, but still is warm enough to attach to the wax cast and see the amount of distortion. Now make another wax pattern of the same model and puddle the wax and compare them. It may not be apparent in the wax but the gold will tell the story. In puddling the wax at the point of attachment with a hollow sprue or a notched sprue, you need have no fear of dislodging in the vibration, which we shall deal with later.

Next, our *investment compound*. Most investment compounds are made of plaster of paris, and quartz or silicon oxide. Nearly all commercial investment plaster of paris ranges from 20 to 60%. When plaster is heated, it first expands approximately 15%, after water is driven off it shrinks very rapidly to about 1000% where it has a shrinkage of 1.8% silicon oxide which gives us a different

picture. It expands on heating, up to 1000 degrees and has, at that temperature, about 1.4% expansion. So we can readily see one has a shrinkage of 1.8%, the other an expansion of 1.4%. What does the addition of water in the mixing have to do with these ingredients? Just this. The more the water, the less the expansion; the less the water the more the expansion. Mixes range from $\frac{1}{4}$ water to $\frac{3}{4}$ investment to $\frac{1}{2}$ water and $\frac{1}{2}$ investment. The best mix is the stiffest mix we can possibly use. The best investment is the one with more silicon oxide and less plaster. A good investment has a setting expansion of .4% and a heat expansion of 1.25%. Here again the Bureau of Standards gives you a guide to go by. Now, why all about the expansion of investments and its properties? Just this: Gold in process of heat and casting, has a shrinkage of 1.25% and the wax has a shrinkage from mouth temperature to room temperature of about .5%, so we must compensate for this shrinkage if we expect to have a casting that goes to place without any trouble and waste of time.

The next thing we must study is the heat we employ. After the investment is set, it is ready to heat. Just what are we trying to do when we heat this mold? These tiny crystals have taken a definite form and we are going to take something from them without changing the relative position. That "something" is water and is called water of crystallization. If we remove it slowly by a low heat it disappears without any disturbance to our crystals, but rises to the top of our mold and disappears in the form of vapor. If we heat this mold fast the water cannot come out this way and creates steam which has pressure enough to disturb these crystals and it takes with it particles of plaster and silicon-oxide in the form of tiny explosions and we have a rough casting, with pits which are crystals of the investment. Now, if we

heat the mold for about 20 minutes at a temperature of no more than 250 degrees, we avoid this. So we must know the heat we employ the first 20 minutes and not guess. After that, it should be heated to about 1300 degrees. This will allow enough extra heat so that the 50 or 60 degrees per minute that our mold loses from the time we take it from the flame until the gold is cast, will not lower it below the temperature we wish to cast and have the maximum expansion in our gold. We must know our temperatures or we will be lost. To me this is as important as infusing porcelain. You young ladies know what happens if you heat up a case too fast and blow up your porcelain. You know what happens when you want a biscuit bake and you heat it too high and get a glaze! You know what happens when you want a glaze and leave it too long and burn out all of the color. We used to use an overnight—what we call glow-heat technique, and cast in a mold of approximately 300 degrees. The Bureau of Standards, after extensive research, proves for us that there is no investment made that will give us an accurate casting at that temperature. Next we used to cast in a red-hot mold. Some castings were good—some bad—because red heat in a mold may mean anything from 1000 to 2200 degrees. At 1000 degrees you lose about 250 degrees from the time it is taken from the fire to the finished casting and, as a result, you are casting at 750 degrees, which does not give the maximum expansion of your mold; at 2200 degrees you have broken down the investment, so you see, just to say "red heat" doesn't tell the story.

The next thing we must know is the flame we use in the melting of our gold.

Every flame has an oxidizing, reducing and neutral zone. The little blue cone you see in the flame is your guide. The heat just beyond the tip is a reducing flame. About $\frac{1}{2}$ inch beyond the tip is the neutral zone and the last part of the flame is an oxidizing flame. The most desirable one to use is the neutral flame and at about 2400 to 2500 degrees. You can best find the temperature of your flame by trying it on the thermo couple of your porcelain oven and you find out the right kind of flame to use. Most oxygen flames used are 3000 degrees or over and if you use that kind of flame you burn out the base metal of your gold and alter its composition. Proper heating of your gold is a very important step in casting. You can force raw gases into the gold, you can oxidize it, you can burn out the base metals and under-heat it; if you have your flame too hot you will be afraid to heat it enough and cast before the gold is completely liquidated. Just a word about castings; when gold is molten it resembles mercury. If you pour mercury from a bottle into a dish, it will flow in a continuous stream; if you drop it a foot or so it will break up into tiny balls and splash all around. This is the picture I want you to have about pouring gold. Too much force at the start of your casting has the effect of breaking up the mass at the back of your mold and does not give it a chance to flow into the minute crevices of the pattern. If you start your pressure slower and then increase it, you have the effect of pouring it in one stream and then forcing it to place. That is why a sprue that is directed at a flat surface in a large casting does not do as well as one on a curve that allows the pouring effect. With a mold of about 1300 degrees you do not have to hurry and if you have a continued force it will not allow the gold to run back. Let us have a mold the right heat and we will not have to hurry; the flame the right heat and we will not

have to worry about burning our gold if we heat it a bit longer.

Now that we have made a brief study of the agencies employed and materials used, we are ready for a casting technique. A practical casting technique must be simple, accurate and consistent. Quoting from the research of the Bureau of Standards: "It is not possible to picture the entire amount of expansion by investment alone, so we are not using a wax expansion technique which over-expands or under-expands and complicates our work trying to compensate in two materials rather than one. We have our wax pattern and we are going to take up our technique step by step:

1. It should be mounted so as to be about in the middle of the ring we are to use in order to give it as nearly as possible even heat and expansion.
2. It should be cleaned with a solution of gold dust.
3. The ring should be a brass ring, a lined ring with asbestos, or a split ring to allow for expansion.
4. The investment should be mixed as thickly as possible and still work—preferably by measurement—with water at room temperature. The mix to be made in a mechanical mixer and vibrated to place. This is to insure making it possible for you to use a thick mix.
5. Set for 25 to 30 minutes.
6. Heat slowly for 20 minutes at about 250 degrees.
7. Carry to 1300 degrees.
8. Clean gold thoroughly before using.
9. Use a neutral flame of 2500 degrees.
10. Pour your gold, do not force it into the investment.
11. Clean castings and pickle in acid.
12. All large castings should be etched.
13. A good test for your technique is to have your doctor prepare a cavity in

a metal or extracted tooth and make some castings for it and observe what has happened. This should be done regularly to check up on your technique.

Just a word about fluxes. You can surely ruin many of our present golds by improper flux, and as we do not know too much about their compounding, we had better stay with the flux the producer recommends. We can make some gold-like glaze with an oxidizing flux and we can ruin others by cleansing on a carbon block. Gold with copper, silver, zinc work best with an oxidizing flux. Golds with platinum work best with a reducing flux. Golds with certain nickle composition work best with a reducing flux and some of them become very glassy with an oxidizing flux.

Causes of shrunken castings: Chilling the wax with ice water in the mouth. Cold water for your investment. Mixing the investment too thin. Improper casting temperature. The use of improperly standardized wax. The use of investment without a maximum expansion curve.

Brittle casting: Burned gold. Unclean gold, such as investment left on the button. Improper fluxes; oxidization; using metal pliers to handle molten gold while cleaning. Contact on bench with low fusing metals such as alloy or steel filings. Melting gold with nickle—contact with carbon block. Bubbles or voids in gold filling gold with raw gases, forcing air into the gold. If bubbles are close to the sprue it indicates too large a button and they are best handled by a reservoir.

Spruing of large cases. All large cases should be sprued so as to pour our gold rather than throw it against a flat surface. Heating of large quantities of gold to fluid temperature. This is one place the bull's eye on your gold is not the key to good casting. We prefer a slate pencil

dipped in the flux we are using to test the fluidity.

Quantities of gold used in casting. We should weigh enough of our castings to have an idea of the amount of gold we should use. There is little excuse to have the shrinkage from a large button left over on a casting. There is little excuse of spoiling a casting by having too little gold.

Tempering of golds. All castings are altered by heating either in the process of pickling or in the process of soldering. All one piece castings are doomed to failure if they are not properly tempered, either by broken clasps or clasp and rests that strengthen out under pressure. Almost all one piece casting golds can be tempered by heating to a cherry red and by plunging them into water or acid, then placing them in your inlay oven

and bringing them to 900 degrees and plunge again. This will arrange the molecules so as to have the maximum of spring in your gold.

Last but not least, those dreaded things—pits—where do they come from? First: Forcing gold into the investment at the back of your mold. Too much force in the start of your casting. Heating molds too fast. Exploded molds, causing particles of investment to be loose in the mold. Coarse fluxes forcing raw gases into gold. Burning out of base metal in heating. Improper cleaning of gold. In fact, gold is very much like woman. It is very sensitive. It is a bit tricky. It is hard to get along with if you do not understand it; but it is very interesting, good to look at; very valuable, has some excellent qualities and is indispensable in our business.

In Memoriam

ESTHER

"I walk the pleasant, shaded street,
And talk with busy, hurrying men:
And at each corner hope to meet
You with your joyous smile again.

You have not gone so far away,
But that our meeting will be soon,
And we will talk of work and play
And all that youth can dream in June.

You are not far, for I can feel
The joy of life, your presence near—

* * *

Though you are just across the street,
Somehow, I'm sort o' lonely here."

BILLY ROGERS, Los Angeles, Cal.

This is a tribute to a beautiful soul, ESTHER SHUMWAY, member of the Los Angeles Dental Assistants Assn., whom The Maker has called Home.

Why I Have an Avocation

By Birdie Cox, Brownwood, Texas
(Member of American Dental Assistants Assn.)

THERE are any number of reasons why one should have an avocation, and I believe there are more reasons why a nurse or dental assistant should have something aside from her daily duties to think about. Nothing grows so tiresome as listening to the lengthy tales of the aches and pains so many patients love to relate, and unless one has some diversion one is likely to grow stale.

Personally, I felt that if I did not have something else to think about besides my job, I would become mentally dull and too, I wanted something to do after office hours other than household duties. I never did like to wash dishes anyway. Now, while I am busy with routine things that need no particular attention, I can think about my other work that is more pleasant—my *avocation*. Another reason why I needed an avocation was because I never could talk about my job after office hours unless it was to someone in the same profession, because no one else knew or cared anything about it. I recall vividly one night at the family dinner table, where several different vocations were represented, and everyone was talking "shop." I attempted to put in a word now and then about teeth; I was immediately "squashed" by the statement that no one was interested in my subject and it was not fit for dinner table conversation. So you can see why I had to find something to do that would be interesting to someone else besides myself. I chose music because I have always wanted to study it; voice particularly. I started by chance, and life has been more worthwhile ever since. There are social contacts made now that would never have been possible other-

wise, and I have been helped immeasurably in trying to overcome an overdeveloped inferiority complex. I have the satisfaction of doing something everybody cannot do, and something that I enjoy to the fullest extent. There have been times when I have had a good case of the "blues" and before I got half way through my voice lesson I would feel like a different person. I think it is possible for one to lose one's self in anything one is intensely interested in. It will keep one busy every day, because it is impossible to accomplish anything unless daily application is made.

I am, of course, given the opportunity to appear before the public quite often and so I am forced to acquire a certain amount of poise, and that too helps me in my office work, especially in the reception room. I do group work, which means working in harmony in more ways than one, and my brain is kept active. I find myself listening to programs over the radio that formerly I cut out. I like especially to listen to the singing of famous artists with the idea of trying to improve my own. Oh! there is so much that can be said on the subject and I feel incapable of saying it.

However, I will say this: choosing an avocation has meant to me the difference between living and existing.

"A wise old owl—
He sat on an oak,
And the more he saw
The less he spoke.
The less he spoke,
The more he heard.
Now why can't we con-
That wise old bird!"



Question Box

ELIZABETH V. SHOEMAKER
Kew Plaza, Kew Gardens, N. Y.



Q. How should Chromium plated articles be cared for?

A. Wipe with a damp cloth and then dry thoroughly.

Q. Do you consider it sanitary to reverse waste receivers; that is, using both ends? Some dentists do this and argue that so long as the patient does not see blood stains on the container, this economy is all right.

A. Surface cleanliness is not to be tolerated in a dental office. Nothing that has been used for one patient should be used for another unless sterilized, and waste boxes made of cardboard must be discarded after each patient. Suppose the box is reversed so stains do not show and the dentist puts a cotton pellet into the box taken from a mouth with Vincents? Certainly if the pliers are again inserted in that same box they are contaminated, even though the box has been inverted.

Q. Is it advisable to bribe children with toys and candy for good behavior while in the chair?

A. No. If the child has received proper home training, it will not need bribing and if it is unruly, candy or toys will only quiet it for the moment. Treat children in a matter of fact manner, never misrepresent, and thank them if they cooperate with the dentist. A card while away on a holiday and a little personal note

on appropriate stationery when the child is sick will help to gain and hold their confidence.

Q. What acid is used to clean Orthodontia bands?

A. Sulphuric acid; immerse therein for a few moments, rinse thoroughly in a saturated solution of Bicarbonate of soda, brush under running water.

Q. What difference is there in mixing Black Cement and Red Copper Cement?

A. Black Cement sets rapidly and very little powder should be drawn into the liquid at a time. In mixing this cement dexterity is necessary to thoroughly spatulate without setting before using. Red Copper Cement is easily mixed and sets slower.

Do You Know That—Passing the end of an empty Amalgam carrier through a flame will prevent "jamming"?

Do You Know That—Every label on all bottles should be read THREE times before using the contents, thus emphasizing the name and use, and preventing accidents?

Do You Know That—A gauze napkin folded in a triangle and placed between the lower lip and the rubber dam is a great comfort to the patient? The saliva ejector being first adjusted.

We invite our readers to send in questions and suggestions. Personal replies will be sent upon receipt of self addressed and stamped envelope. Data must be received the 8th of the month for the issue of the succeeding month.

The Dental Assistant

A Monthly Publication

A Journal for Dental Assistants Devoted to Their Interests and Education

All communications for publication must be in the hands of the Editor on or before the tenth of the month previous to publication. Publication of statements, opinions, or other data is not to be understood as an endorsement of same by the magazine or its publishers.

NEW YORK CITY, OCTOBER, 1932

EDITORIAL DEPARTMENT

The Dental Assistant and the Law

IN this issue there appears an article by an authority entitled "The Dentist and the Law." We call the attention of the dental assistants to this presentation of a subject in which they should be vitally interested. Perhaps some assistants will say—"Me? Why should I be interested in the Law as it affects dentistry and the dentist?" We believe that every dental assistant should be interested for the very simple reason that it is the easiest thing in the world for an individual to overstep their prerogatives if they do not know what these prerogatives are. An assistant who is not familiar with the restrictions which the Dental Law imposes upon the practice of dentistry, might perform actual dental operations in emergencies or at the suggestion of a thoughtless employer, that are entirely outside her province. Putting it plainly, *no assistant, not a dentist, should ever work in the mouth of a patient.* There are many duties that she can perform that are valuable to the office and make for smooth, pleasant operative work by the dentist, and are a help and comfort to the patient without presuming to encroach upon actual dental procedure. The work of the Dental Hygienist is very clearly indicated in the dental law of those states where she is licensed to practice her specialty, and no assistant, not a licensed hygienist, should perform any of these operations. We could write at length on this subject as it covers many angles, but we believe that our readers understand fully what we bring to their attention without further amplification. We do suggest that anyone connected in an active way with a dental practice, whether it be dentist, dental hygienist, or dental nurse or assistant, should have a copy of the dental law of their state and KNOW its contents. J. A. S.

"BEWARE not to lose your enthusiasm. Do not look backward. Progress with your age. Be hospitable to new ideas. Look ahead as though your best work were yet to be attained."

You've Got an Equity

PERHAPS you've been buying a house. You didn't pay very much down. You didn't have very much, but you wanted a home of your own that you could "fix up," that belonged to you. A place for children to grow in, where you could make a garden if you wanted one. So you bought a house and moved in.

You thought you'd NEVER get it paid for. Each month you drew a check and sent it to the bank. And if you stopped to figure it out, you realized that most of that check was for interest on what you owed—there are taxes, too. And if the roof leaks a little and stains the ceiling, you can't call up the landlord and tell him you want it repaired. You own the house, even though all you really possess is your equity.

But that equity is precious. It gives you the right to say "my house." You are not renting, you are owning—Smart people can sit down before you with a pencil and a bit of paper and prove to you that it's cheaper to pay rent than to own, and convince you that you're foolish; but what if they can? You have a feeling about the house that rent receipts cannot give you. Maybe that house is depreciating in market value with the years, maybe you'll "never get your money out of it"—as the smart fellow says—but it has gained in value with those years. Your equity has grown, and soon you will own that home of yours.

Houses are not the only things you can build up an equity in. Lives are like houses. When you're young you haven't much of an equity in your life. You are clever, you are active, you are ambitious. You have friends, but you have tested neither their friendship for you nor yours for them. You are able, but your character hasn't been fully tried. You haven't lived with yourself long enough to know just what you really are. Your equity is very small. You don't even know you have one, and after a while you become so busy, so many claims, so many responsibilities pile up around you that you doubt whether your life belongs to you at all. But your equity grows. You suffer and you bear your grief. You meet as many of those claims as you can. You find yourself able to bear the most important of those responsibilities. You test a few of your opinions and discover a truth or examine a talent and prove it is a power to you, you add to your equity. That equity grows and you become a man or a woman. You join up with humanity and win a place among people—and the bigger your equity the stronger you grow, until at last even death cannot take away what you have won from life.

You have built up an equity and you are proud of it."

(Submitted by Inez Ylenni, Oklahoma City, Okla.)

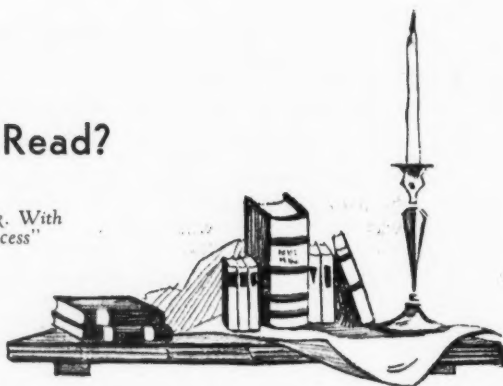
Five Mistakes of Life

1. The delusion that individual advancement is made by crushing others down.
2. The tendency to worry about things that cannot be changed or corrected.
3. Insisting that a thing is impossible because we ourselves cannot accomplish it.
4. Attempting to compel other persons to believe and live as we do.
5. Neglect in developing and refining the mind by not acquiring the habit of reading fine literature." (Forbes.)

(Submitted by Harriet Hamann, Portland, Oregon.)

What Do You Read?

*"Tis knowledge we seek. With
knowledge comes success"*



If the dental assistant would intelligently perform the duties of her service to the dentist and patient, she should have a broad acquaintance with all matters that affect the dental profession as well as those that pertain directly to the practical phases of her work. Nothing will aid her more to understand what the dentist is trying to accomplish in health service, and the part she plays in rendering that service, than well directed reading. The following current articles are suggested:

Journal of the American Dental Assn.

September

"Present Day Tendencies"	Page 1506
"Proprietary Medicine Question"	Page 1554
"Building Good Will in Exodontia Practice"	Page 1581
"Whither Are We Drifting"	Page 1617
"Accepted Dental Remedies"	Page 1633
"Dental Health Education and the Dentist"	Page 1649

The Dental Cosmos

"Ceramics for the General Practitioner"	Page 860
"The Dental Hygienist and Preventive Dentistry"	Page 895
"The Professional Training of the Dental Hygienist"	Page 919

Dental Survey

"The Protective Foods Fight the Diet Battle"	Page 29
"Is Dental Decay Caused by Deficient Diet"	Page 48
"Patients I Have Met"	Page 72

Dental Items of Interest

"Preventive Dentistry" (continued from August issue)	Page 672
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Oral Hygiene

"Salesmanship in Dentistry"	Page 1646
"Gold Begets Gold"	Page 1656
"Oral Hygiene in Far Lands"	Page 1660
"What Can the Dental Society Do for Me?"	Page 1665
"Office Silhouettes"	Page 1672

The Dental Digest

	August
"Waxing Technique for Removable Castings"	Page 274
"Profile Radiodontia"	Page 284
"A Workable Dietary Table"	Page 288
"Dental Assistants and Secretaries"	Page 295
"The Maintenance of a Dental Practice"	Page 296

Mouth Health Quarterly

	July
"The Most Famous False Teeth"	Page 5
"How Dental Clinics Educate"	Page 18
"Preparing Teeth for School Entrance and Life"	Page 33
"How Vacations Affect Teeth"	Page 49

"T. Natsissa Latned"

Germs

WELL, Mike Robe, old side kick, that D. A. Convention is all over. "What do you mean, all over—all over what?" "Tsk, tsk, tsk, I mean it is past, terminated, finis, ended, adjourned, history." "Oh, I thought you meant it was all over the United States." "Say, haven't you recovered from your Buffalo trip yet? I told you not to pick out that lip stick for a hotel. But you'll have to admit that those D.A.'s are on their toes. No wonder they have such a fine organization to brag about—they are lallapaloosas, all right. Did you ever see a better conducted meeting? And, oh boy!! them clinics. How the Docs flocked around and took notes, I didn't know there were so many notebooks in the crowd, and I bet some of those pencils hadn't been sharpened in a year, not since they figured up their stock market profits, anyway. And them posters in the Health Exhibit, I didn't know D.A.'s were artists, did you? You say you knew some of them painted. What do you mean 'painted'? I'm not talking about that kind of paint, I'm talking about artistic posters. They sure were 'swell.'" "Yes, Spiro, old pal, those D.A.'s sure were swell." "Oh, what's the use trying to stimulate your thinking apparatus, you're just plain goofy to-day; besides, I have other things on my mind. Did you know that 'through the use of photo-electric cells and powerful electronic amplifiers it is now possible to hear the dying sounds of 'germs', and the growing noises of 'microscopic crystals'?" Mike, I've always told you that you and your family snored too loud for comfort, you see what's happened! Some of those scientific bugs have heard you and mistaken your music when 'dormant' for the death rattle. As far as those 'growing noises' are concerned, I've heard of 'growing pains', and goodness knows we are having a painful job 'growing' at all, with those D.A.'s and their constant pursuit. They are now-a-days even boiling the handpieces in oil, and they don't use those nice, comfy cardboard waste receptacles for more than one patient, and they change the headrest cover each time, and they boil the spray bottle tops, and they sterilize the rubber dam, and . . . oh, what's the use? It takes 65 muscles to make a frown, and 13 to make a smile. Why work overtime?—'Smile and the world smiles with you . . .' You know the rest.

"Yours for service and smiles, and D.A.'s, God Bless 'Em"

SPIRO KEET.



Here and There

ROBINA A. McMURDO
140 East 80th St., N. Y. C.

The D. A. Study Club, Brooklyn, N. Y.

The first meeting of the season will be held on Friday evening, October 21st, 1932, at 8 p.m., at 62 Hanson Place, Brooklyn, N. Y. The honor guest of the evening will be Dr. Simon Shapiro, President of the Second District Dental Society. The essayist will be Dr. Jacob Shapiro, subject, "Applied Psychology to the Patient by the Assistant." All members of the profession and others who are interested in this meeting are invited to attend.

MARGUERITE N. SIMPSON, *Pres.*,
103 Pierrepont St., Brooklyn, N. Y.

Pasadena D. A. Society (California)

The first meeting of the season will be held Thursday, October 13th. Plans will be formulated for the winter activities. For further information address:

FLEY R. JUNG, *Sec'y Publicity Com.*,
409 First Trust Bldg., Pasadena, Cal.

Omaha D. A. Assn. (Nebraska)

The society meets on the second and fourth Tuesday of each month. For particulars of the October 11th meeting address:

MARY A. HANEY, *Publicity Ch'm*,
2301 1/2 Military Ave., Omaha, Nebr.

D. A. Assn. of Northern New Jersey

Next meeting will be held Tuesday, October 18th, Medical Tower, Newark, N. J. An interesting program is planned. A very cordial invitation is extended to all members of the dental profession and all dental assistants.

MABEL C. CLARK, *Pres.*,
507 Orange St., Newark, N. J.

Are you upholding your society by:

Attending all meetings, thereby lending support and encouragement to your President and the officers?

Arriving promptly for the opening of the sessions; or are you tardy, detracting the attention of the assembly getting seated and causing embarrassment to the speaker?

Attending ALL sessions of activities to which you have pledged yourself; showing gratitude and courtesy to the instructors who have been assured of a specified number before accepting their responsibility?

Doing your share in contributing to the social events, whether you are able to attend them or not, bearing in mind that it is an obligation on the part of every member to contribute financially and attend all these functions.

The prompt payment of DUES when due?

Visiting sister organizations and fostering good fellowship among your co-workers?

Giving of your knowledge and ideas, that others may profit and emulate?

Living your daily life according to the cornerstones of your society—EDUCATION — EFFICIENCY — LOYALTY and SERVICE?

R. A. McM.

This department is devoted to ALL societies affiliated with the American Dental Assistants Association, who are URGED to send in news items each month. We also will be pleased to publish items of interest from the dental societies and from the societies for dental hygienists. Data must be received by the 8th of each month for the activities of the succeeding month.

Educational and Efficiency Society FOR DENTAL ASSISTANTS 1st District, N. Y., Inc.

MEETING

Tuesday, October 11th, 1932, 7:45
P. M., Hotel Pennsylvania, 33rd Street
and 7th Avenue, New York City.

PROGRAM

Speaker

Dr. A. H. Nelson of E. R. Squibb Co.

Topic

"Sunshine From the Sea"
(The Story of Vitamins A & D)
Illustrated with Movies

Special Feature

Reports of the 8th Annual Conven-
tion of the American Dental Assistants
Association held at Buffalo, Sept. 12-15,
1932. Rosemarie Cornelis, President, was
a Delegate and Clinician representing
our State Association, of which she is
Treasurer.

CLINIC CLUB

Monday, October 17th, 1932, 7:30
P. M., Office of Dr. Henry Fowler, 174
West 96th Street, New York City.

PROGRAM

Practical Demonstrations of Office
Procedure in the Use of Cotton and
Gauze.

CLASSES

The members of the society have all
received a Questionnaire giving a choice
of a number of educational subjects for
special class study. Ten or more members
will be enrolled for a class in any given
subject selected. The instructors will be
the very best obtainable in each subject.

Those members who have not replied
to the Questionnaire are urged to do so
at once.

If ten or more members wish to study
some subject not mentioned on the list, a
class will be formed for them.

Kindly get in touch with Ethel M.
Pollack, Director, 1825 Harrison Ave-
nue, New York City.

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"IF SOMEONE . . .

wants to work and someone employ, someone to sell and someone to buy, both must be supplied with the address of the other with the least expense and loss of time."

—Theophraste Renaudot

The classified advertising pages of the New York Journal of Dentistry fulfills the requests as laid down by the publisher of the first newspaper.

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